

# A Closer Look at Care Coordination

An improved healthcare experience at a more affordable cost.

Eligible patients *never* receive a bill for care coordination services.



## Complex Care Management & Transitions of Care

*with highly skilled registered nurses*

### Comprehensive Health Assessment:

- » Create personalized care plan outlining healthcare interventions and goals
- » Identify and address care gaps
- » Medication reconciliation to improve compliance and address barriers
- » Assess SDoH needs and connect to community resources

### Other Complex Care Management Services:

- » Acute care discharge assessments
- » Follow ups to decrease re-hospitalizations and unneeded ER visits
- » Support in-network utilization
- » Engage with primary care providers
- » Medication adherence



## Mental & Behavioral Health

*with experienced behavioral health coaches*

- » Social and mental assessment to create individualized care plan (identifies/ addresses care gaps)
- » Initiate referrals to community resources
- » Provide support and guidance for patients with substance abuse needs
- » Liaison between primary care provider and behavioral health home
- » Support in-network utilization

## Social Determinants of Health (SDoH)

*with licensed social workers*

- » Social and environmental assessment targeting physical, mental, and social barriers to well-being
- » Support, educate, and advocate for individuals to meet their healthcare needs
- » Identify and address care gaps
- » Loop in clinical team for interventions or emergent needs

## What is Medication Reconciliation?

- » Review of prescribed medications vs. those actually taken by a patient
- » Educate patient on usage, pharmacology and side effects
- » Address barriers to adherence by connecting patient to needed resources and updating the patient's provider on non-compliance

## Referral Sources

- » Provider practices
- » Payors
- » ACN analytics evaluation of high-risk members
- » Transitions of care from acute/sub-acute facilities
- » Outpatient facilities (i.e., dialysis centers)
- » Direct referrals from members
- » Home health companies